



JK  
Sector 101  
PATENT

Case Docket No. EHELP.004A  
Date: October 11, 2001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Linyard, et al.  
App. No. : 09/876,788  
Filed : June 6, 2001  
For : METHOD AND SYSTEM  
FOR PROVIDING  
ELECTRONIC USER  
ASSISTANCE  
Group Art Unit : 2152

I hereby certify that this correspondence and all marked attachments are being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on

October 11, 2001  
(Date)

John M. Carson, Reg. No. 34,303

**TRANSMITTAL LETTER**

**ASSISTANT COMMISSIONER FOR PATENTS**  
**WASHINGTON, D.C. 20231**

ATTENTION: BOX MISSING PARTS

Dear Sir:

In response to the Notice to File Missing Parts of Application Under 37 CFR 1.53(f), which was mailed by the Office on August 13, 2001, enclosed are:

- (X) An executed Declaration by Inventors.
- (X) A copy of the Notice to File Missing Parts.
- (X) Return prepaid postcard.
- (X) The present application qualifies for small entity status under 37 C.F.R. § 1.27. The fees are calculated below:

PATENT

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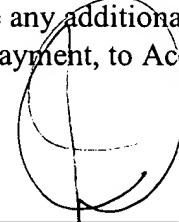
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FILING FEE	\$ 740
ADDITIONAL CLAIMS FEE	\$ 720
SURCHARGE 37 CFR 1.16(e)	\$ + 130
TOTAL OF ABOVE CALCULATIONS	\$ 1,590
REDUCTION BY 1/2 FOR FILING BY SMALL ENTITY.	
Note 37 CFR 1.9, 1.27, 1.28.	\$ 795
TOTAL FEES SUBMITTED HEREWITH	\$ 795

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(X) A check in the amount of \$795 to cover the above fees is enclosed.

(X) The Commissioner is hereby authorized to charge any additional fees which may be required, now or in the future, or credit any overpayment, to Account No. 11-1410.



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John M. Carson  
Registration No. 34,303  
Attorney of Record

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## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
 UNITED STATES PATENT AND TRADEMARK OFFICE  
 WASHINGTON, D.C. 20231  
 www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/876,788	06/06/2001	Ron Linyard	EHELP.004A

20995  
 KNOBBE MARTENS OLSON & BEAR LLP  
 620 NEWPORT CENTER DRIVE  
 SIXTEENTH FLOOR  
 NEWPORT BEACH, CA 92660



CONFIRMATION NO. 9002  
 FORMALITIES LETTER



\*OC000000006418268\*

Date Mailed: 08/13/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

## FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 710 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$696.
  - \$216 for 12 total claims over 20.
  - \$480 for 6 independent claims over 3 .
- The oath or declaration is missing.  
*A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.*
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 1536.**

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

10/17/2001 EARUBAK1 00000036 09876788

01 FC:201  
 02 FC:202

370.00 OP  
 252.00 OP

108.00 OP

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 02 FC:202  
 03 FC:203  
 04 FC:205